

1. (Previously Amended) In a communication center having agent workstations, a system for enabling a remote agent, using a light computerized device having insufficient power to operate as a workstation of the communication center, to access and operate as an agent with full access to data and software tools of the communication center, the system comprising:

a proxy server executing a software suite;

a workstation at the communication center;

F1 a local area network (LAN) connecting the proxy server, the workstation and the data and software tools of the communication center; and

a two-way data link between the proxy server and the light computerized device used by the remote agent;

characterized in that the proxy server, by the software suite, upon establishing a connection over the second data link, ascertains hardware and software characteristics of the light computerized device, establishes a connection to a workstation at the communication center over the LAN at direction of the light computerized device, whereby the light computerized device has full access to all data systems and is capable of operating all software available at the communication center from the workstation, via the LAN, on behalf of and according to direction from the light computerized device, transforms the data and results of the software operations into a form useable by the light computerized device, and transmits the transformed information to the light computerized device via the two-way data link.

2. (Original) The system of claim 1 wherein the light computerized device is one of a hand-held computer, a personal digital assistant, a portable laptop computer, and a cell telephone.

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3. (Cancelled)

3/ 4. (Previously Amended) The system of claim 1 wherein the two-way data link is one of a dial-up telephone connection, a wireless connection, or a data-packet connection via the Internet.

4/ 5. (Original) The system of claim 1 wherein the proxy server and the light computerized device each execute an instance of a Nano-browser enabling Internet Protocol communication over the second data link.

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6. (Previously Amended) In a communication center having agent workstations, a method for enabling a remote agent, using a light computerized device having insufficient power to operate as a workstation of the communication center, to access and operate as an agent with full access to data and software tools of the communication center, the method comprising the steps of:

- (a) establishing a connection between the light computerized device and a proxy server over a two-way data link;
- (b) ascertaining hardware and software characteristics of the light computerized device over the established connection on the data link;
- (c) establishing a local area network (LAN) connection between the proxy server and the workstation at the communication center at direction of the light computerized device;
- (d) accessing, from the workstation, all data systems and software available at the communication center on the LAN, on behalf of and according to direction from the light computerized device;
- (e) transforming the data and results of the software operations into a form useable by the light computerized device, and transforming the data and commands from the light computerized device to a form useable by the

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software operations; and

(f) transmitting the transformed information to the light computerized device from the software operations at the communication center and to the software operations from the light computerized device via the two-way data link.

7. (Original) The method of claim 6 wherein the light computerized device is one of a hand-held computer, a personal digital assistant, a portable laptop computer, and a cell telephone.

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8 ~~9.~~ (Previously Amended) The method of claim 6 wherein the two-way data link is one of a dial-up telephone connection, a wireless connection, or a data-packet connection via the Internet.

10. (Original) The method of claim 6 wherein the proxy server and the light computerized device each execute an instance of a Nano-browser enabling Internet Protocol communication over the second data link.

9 ~~11.~~ (Previously Added) The method of claim 8 ~~9~~ wherein the LAN has access to an outside wide area network (WAN) connecting a plurality of remote proxy servers, each at a separate call center, via the proxy server, and the lite computer device connects to and operates software and accesses data of at least one of the remote call centers via a workstation at, at least one of the plurality of call centers.

5 ~~12.~~ (Previously Added) The system of claim 1 wherein the LAN has access to an outside wide area network (WAN), via the proxy server, connecting a plurality of remote proxy servers, each at a separate remote call center, and

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the lite computer device connects to and operates software and accesses data of at least one of the plurality of remote call centers via a workstation at one of the plurality of call centers.

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